



CITY OF HOUSTON

Job Posting

Applications accepted from:	All Persons Interested
Job Classification	Special Service Representative
Posting Number	PN# 107283
Department	Houston Airport System
Division	William P. Hobby
Section	Administrative Services
Reporting Location	7800 Airport Blvd.*
Workdays & Hours	Shift work, including rotation, weekend and holidays *
*Subject to change	

DESCRIPTION OF DUTIES/ ESSENTIAL FUNCTIONS

Uses multi-lingual skills, and projects a polite, professional and enthusiastic image and provide friendly, courteous service to the traveling public. Assists international passengers/patients with the arrival process, and ensures their convenience in connecting through the Houston Airport System. Assists international passengers/patients with departure process by facilitating their check-in and boarding process. This includes, but is not limited to: conducting special tours; providing language assistance, providing facility and visitor information; and offering a variety of assistance to foreign and domestic travelers including protocol services to dignitaries and officials of other special services related to the Medical Assistance Program.

WORKING CONDITIONS

Performing these duties will involve: interacting and working well with people at all economic and professional levels; making visual observations; continuous walking long distances, standing and sitting for extended periods; attending to details amid distractions; understanding spoken and written ideas; speaking and writing effectively; adjusting to interruptions and changes; visually observing and differentiating details; operating city vehicles; dealing with people in tense situations; handling special assignments of the airport; applying specialized information; lifting up to twenty (20) pounds; and working as a member of a team. Must be willing and available to work all shifts, including rotations, weekends and holidays. Must be able to obtain and maintain security clearances.

MINIMUM EDUCATIONAL REQUIREMENTS

High School Diploma or GED Certificate.

MINIMUM EXPERIENCE REQUIREMENTS

One (1) year of experience working with the public or in a strong customer service function using bilingual or multilingual skills.

MINIMUM LICENSE REQUIREMENTS

Valid Class C Texas driver's license and compliance with city's policy on driving (AP 2-2).

PREFERENCES

Travel industry experience. Preference will be given to bilingual applicants who fluently speak, write and read **SPANISH/ENGLISH**. Ability to handle and assist the seriously ill and/or individuals with disabilities. Knowledge of the greater Houston area and the various services available, cognizant of tourism and recreational facilities available in the Houston area, as well as other related highlights for people visiting the area. Some knowledge of forms of ceremony and etiquette used by diplomats and some heads of state.

SELECTION/SKILLS TEST REQUIRED Application review and/or interview. Bilingual test prior to employment.

SAFETY IMPACT POSITION ☒ Yes ☐ No

If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.

SALARY INFORMATION

Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The salary range for this position is:

<u>Salary Range - Pay Grade 13</u>	
\$824.00 - \$1,105.00 Biweekly	\$21,424.00 - \$28,730.00 Annually

OPENING DATE OCTOBER 26, 2005

CLOSING DATE NOVEMBER 8, 2005

APPLICATION PROCEDURES

Only original applications, resumes and online submissions are accepted for Houston Airport System jobs, and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1st floor or submitted online at:

<http://agency.governmentjobs.com/houstonair/default.cfm>.

Our TDD (Telephone Device for the Deaf) phone number is 713.837.9471. Candidates will be notified of their application status. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.

"If you need special services or accommodation, please call 281/233-1515." The Houston Airport System Human Resources TDD phone number is 281/233-1862.

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